

Illinois

measure #	Measure Name	Report Structure
Pre-Ordering / Ordering		
1	Average Response Time For OSS Pre-Order Interfaces	S
1.2	Accuracy of Actual Loop Makeup Information Provided for DSL Orders	S
2	Percent Responses Received within "X" seconds – OSS Interfaces	S
3	EASE Average Response Time	NR
4	OSS Interface Availability	S
5	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours	S
5.1	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours for XDSL	S
5.2	Percentage of Unsolicited FOCs by Reason Code	S
6	Average Time To Return FOC	S
6.1	Average Time to Return DSL FOCs	S
7	Percent Mechanized Completions Returned Within One Hour of Completion in Ordering System	S
7.1	Percent Mechanized Completions Returned Within One Day Of Work Completion	S
8	Average Time to Return Mechanized Completions	S
9	Percent Rejects	S
10	Percent Mechanized Rejects Returned within 1 hour of receipt of reject in Mor	S
10.1	Percent Mechanized Rejects Returned within One Hour of receipt of Order	S
10.2	Percent Manual Rejects Received Electronically and Returned Within Five Hours	S
10.3	Percent Manual Rejects Received Manually and Returned Within Five Hours	S
11	Mean Time to Return Mechanized Rejects	S
11.1	Mean Time to Return Manual Rejects that are Received via an Interface	S
11.2	Mean Time to Return Manual Rejects that are Received thru the Manual Process	S
12	Mechanized Provisioning Accuracy	S
13	Order Process Percent Flow Through	S
13.1	Total Order Process Percent Flow Through	S
Billing		
14	Billing Accuracy	CO
15	Percent of Accurate and Complete Formatted Mechanized Bills	S
16	Percent of Usage Records Transmitted Correctly	S
17	Billing Completeness	S
18	Billing Timeliness (Wholesale Bill)	S
19	Daily Usage Feed Timeliness	CO
20	Unbillable Usage	CO
Miscellaneous Administrative		
21	Local Service Center (LSC) Average Speed of Answer	S
22	Local Service Center (LSC) Grade Of Service (GOS)	S
23	Percent Busy in the Local Service Center (LSC)	S
24	Local Operations Center (LOC) Average Speed Of Answer	S
25	Local Operations Center (LOC) Grade Of Service (GOS)	S
26	Percent Busy in the Local Operations Center (LOC)	S
Provisioning – Resale POTS		
27	Mean Installation Interval	S
28	Percent Installations Completed Within "X" Business Days (POTS)	S
29	Percent Ameritech Caused Missed Due Dates	S

measure #	Measure Name	Report Structure
30	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
31	Average Delay Days For Missed Due Dates Due To Lack Of Facilities	S
32	Average Delay Days For Ameritech Caused Missed Due Dates	S
33	Percent Ameritech Caused Missed Due Dates > 30 days	S
34	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	S
34.1	Average Delay Days for Ameritech Caused Canceled Orders –Resale POTS	S
35	Percent Trouble Reports Within 30Days (I- 30) of Installation	S
36	Percent No Access (Service Orders With No Access)	S
Maintenance – Resale POTS		
37	Trouble Report Rate	S
38	Percent Missed Repair Commitments	S
39	Receipt To Clear Duration	S
40	Percent Out Of Service (OOS) < 24 Hours	S
41	Percent Repeat Reports	S
42	Percent No Access (Percent of Trouble Reports with No Access)	S
Provisioning – Resale Specials & UNE Loop And Port Combinations		
43	Average Installation Interval	S
44	Percent Installations Completed Within 20 Calendar Days	S
45	Percent Ameritech Caused Missed Due Dates	S
46	Percent Trouble Reports Within 30 Days (I-30) of Installation	S
47	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
48	Average Delay Days for Missed Due Dates Due to Lack Of Facilities	S
49	Average Delay Days For Ameritech Caused Missed Due Dates	S
50	Percent Ameritech Caused Missed Due Dates > 30 days	S
51	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	S
51.1	Average Delay Days for Ameritech Caused Canceled Orders –Resale Specials	S
Maintenance - Resale Specials & UNE Loop And Port Combinations		
52	Mean Time To Restore	S
53	Percent Repeat Reports	S
54	Failure Frequency	S
Provisioning - Unbundled Network Elements		
55	Average Installation Interval	S
55.1	Average Installation Interval – DSL	S
55.2	Average Installation Interval – LNP with a Loop	
56	Percent Installations Completed Within “X” Days	S
57	Average Response Time for Manual Loop Make-up Information	S
58	Percent Ameritech Caused Missed Due Dates	
59	Percent Trouble Reports within 30 Days of Installation	S
60	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
61	Average Delay Days for Missed Due Dates Due To Lack Of Facilities	S
62	Average Delay Days For Ameritech Caused Missed Due Dates	S
63	Percent Ameritech Caused Missed Due Dates > 30 days	S
64	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	S
64.1	Average Delay Days for Ameritech Caused Canceled Orders – UNE	S
Maintenance - Unbundled Network Elements		
65	Trouble Report Rate	S
66	Percent Out of Service < 24 Hours	S

Measure #	Measure Name	Report Structure
66	Percent Missed Repair Commitments	S
67	Mean Time to Restore	
68	Percent Out of Service (OOS) <24 Hours	S
69	Percent Repeat Reports	S
Interconnection Trunks		
70	Percentage of Trunk Blockage (Call Blockage)	S
70.1	Trunk Blockage Exclusions	S
70.2	Percent Trunk Blockage (Trunk Groups)	S
71	Common Transport Trunk Blockage	S
72	Distribution Of Common Transport Trunk Groups > 2%	S
73	Percentage Missed Due Dates – Interconnection Trunks	S
74	Average Delay Days For Missed Due Dates – Interconnection Trunks	S
75	Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks	S
76	Average Trunk Restoration Interval – Interconnection Trunks	S
77	Average Trunk Restoration Interval for Service Affecting Trunk Groups	S
78	Average Interconnection Trunk Installation Interval	S
Directory Assistance & Operator Services		
79	Directory Assistance Grade Of Service	S
80	Directory Assistance Average Speed Of Answer	S
81	Operator Services Grade Of Service	S
82	Operator Services Speed Of Answer	S
83	Percentage of Calls Abandoned	S
84	Percentage of Calls Deflected	S
85	Average Work Time	S
86	Non Call Busy Work Volume	S
Interim Number Portability		
87	Percentage Installation Completed Within "X" (3, 7, 10) Days	NR
88	Average INP Installation Interval	NR
89	Percentage INP Only I-Reports Within 30 Days	NR
90	Percentage Missed Due Dates (INP Only)	NR
Local Number Portability		
91	Percent of LNP Due Dates within Industry Guidelines	S
92	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	S
93	Percentage of Customer Accounts Restructured by the LNP Due Date	S
94	Percentage FOCs Returned Within "X" Hours	S
94.1	Average Time to Return FOC	S
95	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes	S
96	Percentage Pre-mature Disconnects for LNP Orders	S
97	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date	S
98	Percentage Trouble LNP (I-Reports) in 30Days	S
99	Average Delay Days for Ameritech Missed Due Dates	S
100	Average Time of Out of Service for LNP Conversions	S
101	Percent Out of Service < 60 minutes	S
911		
102	Average Time To Clear Errors	S

measure #	Measure Name	Report Structure
103	Percent Accuracy for 911 Database Updates	S
104	Average Time Required to Update 911 Database (Facility Based Providers)	
104.1	The average time it takes to unlock the 911 record	S
Poles, Conduit & Right of Way		
105	Percentage of requests processed within 35 Days	S
106	Average Days Required to Process a Request	S
Collocation		
107	Percent Missed Collocation Due Dates	S
108	Average Delay Days for Ameritech Missed Due Dates	S
109	Percent of Requests Processed Within the Established Timelines	S
Directory Assistance Database		
110	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	S
111	Average Update Interval for DA Database for Facility Based CLECs	S
112	Percentage DA Database Accuracy For Manual Updates	S
113	Percentage of Electronic Updates that Flow Through the update process Without Manual Intervention	S
Coordinated Conversions		
114	Percentage of Premature Disconnects (Coordinated Cutovers)	S
114.1	CHC LNP with Loop Provisioning Interval	S
115	Percentage of Ameritech caused delayed Coordinated Cutovers	S
115.1	Percent Provisioning Trouble Reports	S
115.2	Mean Time to Restore – Provisioning Trouble Report (PTR)	S
116	Percentage of Missed Mechanized INP Conversions	NR
NXX		
117	Percent NXXs loaded and tested prior to the LERG effective date	S
118	Average Delay Days for NXX Loading and Testing	S
119	Mean Time to Repair	S
Bona Fide Request Process (BFRs)		
120	Percentage of Requests Processed Within 30 Business Days	S
121	Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days	S
Additional Measures		
MI 1	Percentage of Orders given Jeopardy Notices	S
MI 2	Percentage of Orders given Jeopardy Notices within 24 hours of the Due Date	S
MI 3	Coordinated Conversions Outside of the Interval	S
MI 4	Average Time to Provide a Collocation Arrangement	S
MI 5	Structure Requests Completed Outside of Interval	S
MI 6	Michigan Specific E911 Measures not Included Here	NR
MI 7	Michigan Specific E911 Measures not Included Here	NR
MI 8	Michigan Specific E911 Measures not Included Here	NR
MI 9	Percentage Missing FOCs	S
MI 10	Percent Time-Out Transactions	S
MI 11	Average Interface Outage Notification	CO
MI 12	Average Time to Clear Service Order Errors	S
MI 13	Percent Loss Notification w/in 1 Hour of Service Order Completion	S
MI 14	Percent Completion Notifications Returned w/in “x” hours of Completion of Maintenance Trouble Ticket	S

measure #	Measure Name	Report Structure
MI 15	Change Management	S
MI 16	Percentage Rejected Query Notices	S
WI 1	Percent No-Access for UNE Loops – Provisioning	S
WI 2	Percent No-Access for UNE Loops – Maintenance	S
WI 9	Percent Facility Modification Orders	S
CLEC WI 1	Average Delay in Original FOC Due Date Due to FMOD delay Notice	
CLEC WI 4	Accuracy of Processing CLEC Corrections Based on Review of Directory Publishing Information	
CLEC WI 5	Percent Protectors Not Moved After Technician Visit	
CLEC WI 6	Percent Form A Received Within the Specified Timeframe (FMOD)	
CLEC WI 7	Percent Form B, C, D, E Received Within 72 Hours of Form A (FMOD)	
CLEC WI 8	Percent FOC Returned Within 24 Hours of Form B (FMOD)	
CLEC WI 9	Percent Form C Quote Returned Within the Specified Interval (FMOD)	
CLEC WI 11	Percentage of Due Dates Not Met (FMOD)	
IN-1	Percent Loop Acceptance Testing (LAT) Completed on the Due Date	

Reference:

- CO = Ameritech will be reporting this measure on an Ameritech Company basis, across all five states.
- S = Ameritech will be reporting this measure on a state specific basis.
- NR = Ameritech is not required to report on this measurement